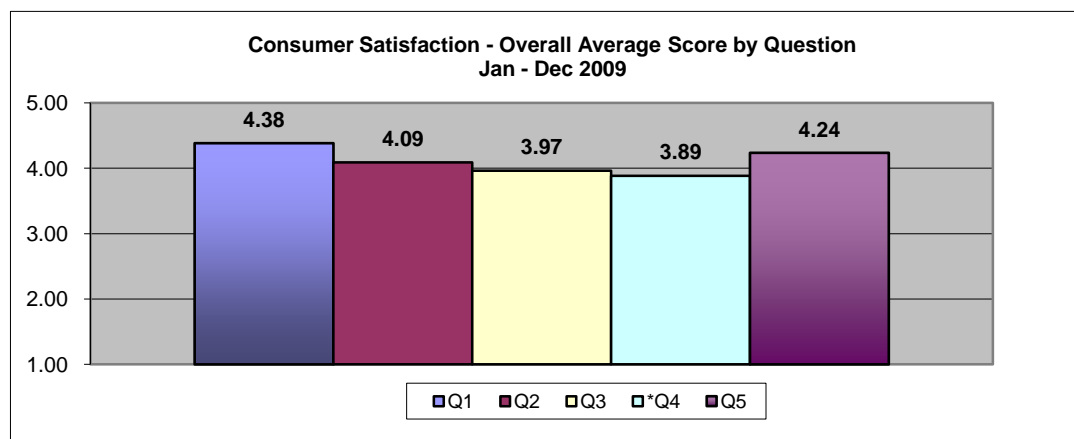**Home Care** REFERRAL REGISTRY *of Washington State*

Scoring Key:
1 = Strongly Disagree
2 = Disagree
3 = Neutral
4 = Agree
5 = Strongly Agree

Questions:

Q1 = Registry staff was prompt, reliable and friendly

Q2 = Received a list of IP's within 48 hours

Q3 = Referral list was up-to-date and correct

Q4 = I was able to hire from the Registry

**Q5** = My overall experience was good and I would use again.

Consumer Satisfaction - Overall Average Score by Question Jan - Dec 2009

Q1	Q2	Q3	*Q4	Q5
4.38	4.09	3.97	3.89	4.24

Average Score by Question 2009						**follow-up call**			***Q4 - Hired IP**		
Question:	Q1	Q2	Q3	*Q4	Q5	yes	no	n/a	yes	no	n/a
Jan	4.32	4.01	3.78	3.74	3.93						
Feb	4.37	4.05	3.63	3.26	4.13						
Mar	4.20	4.17	4.15	3.90	4.32						
Apr	3.87	3.43	3.57	3.43	3.80						
May	4.44	4.34	4.24	3.93	4.16						
Jun	4.36	4.15	3.91	3.84	4.28						
Jul	4.73	4.15	4.44	4.51	4.57	93%	7%	0%	73%	13%	13%
Aug	4.55	4.52	3.97	4.11	4.51	77%	10%	13%	49%	14%	37%
Sep	4.62	4.00	4.00	4.25	4.41	76%	19%	5%	81%	16%	3%
Oct											
Nov											
Dec											
Avg/Quest	**4.38**	**4.09**	**3.97**	**3.89**	**4.24**	**82%**	**12%**	**6%**	**68%**	**15%**	**18%**

Question 1- Registry staff was prompt, reliable and friendly

2009	Question:	Q1
Jan		4.32
Feb		4.37
Mar		4.20
Apr		3.87
May		4.44
Jun		4.36
Jul		4.73
Aug		4.55
Sep		4.62
Oct		0.00
Nov		0.00
Dec		0.00
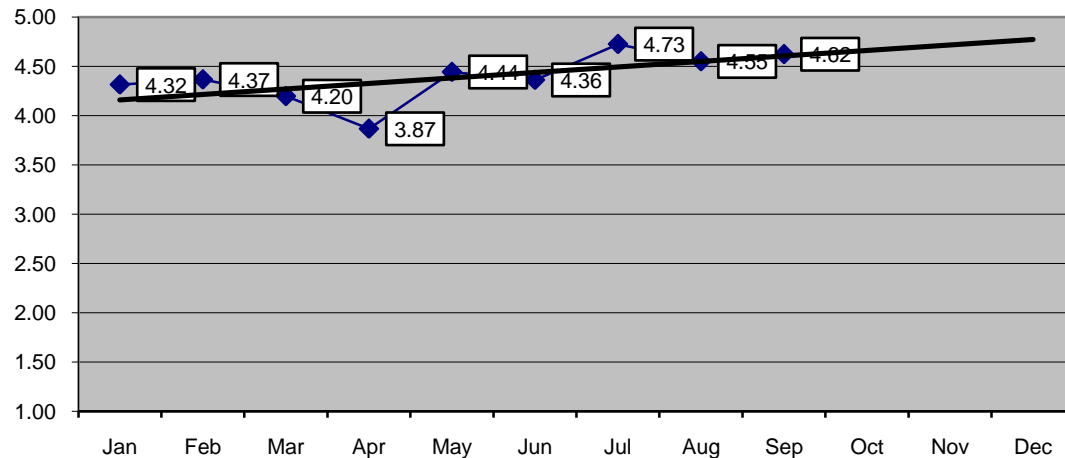
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Question 2 - Received a list of IP's within 48 hours

2009	Question:	Q2
Jan		4.01
Feb		4.05
Mar		4.17
Apr		3.43
May		4.34
Jun		4.15
Jul		4.15
Aug		4.52
Sep		4.00
Oct		0.00
Nov		0.00
Dec		0.00

Home Care REFERRAL REGISTRY of Washington State
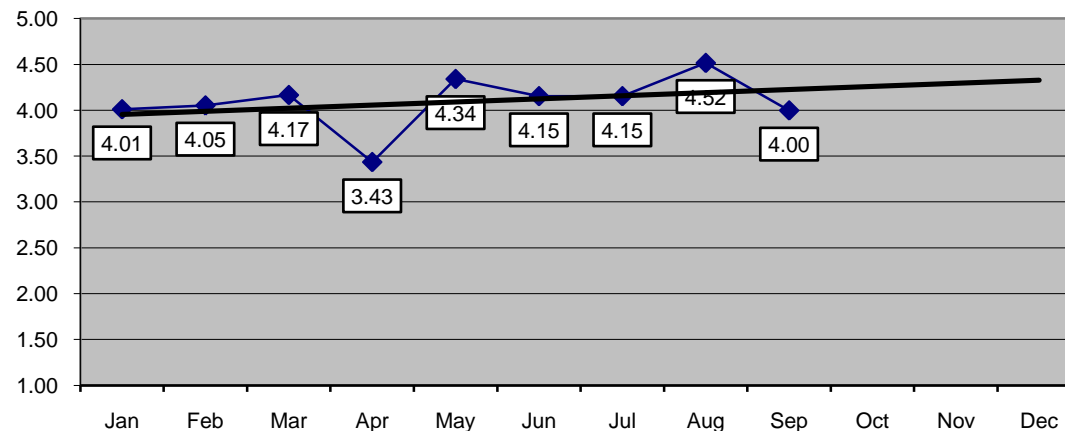
2009	Question:	Q3
Jan		3.78
Feb		3.63
Mar		4.15
Apr		3.57
May		4.24
Jun		3.91
Jul		4.44
Aug		3.97
Sep		4.00
Oct		0.00
Nov		0.00
Dec		0.00

Question 3 - Referral list was up-to-date and correct

2009	Question:	Q4*
Jan		3.74
Feb		3.26
Mar		3.90
Apr		3.43
May		3.93
Jun		3.84
Jul		4.51
Aug		4.11
Sep		4.25
Oct		0.00
Nov		0.00
Dec		0.00

Question 4 - I was able to hire from the Registry * (See chart detail below)
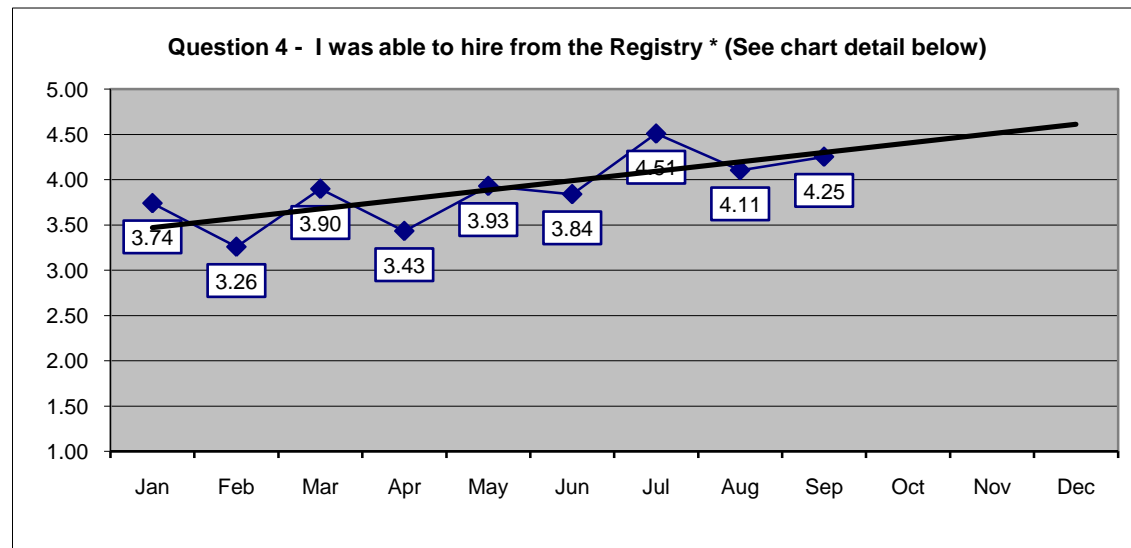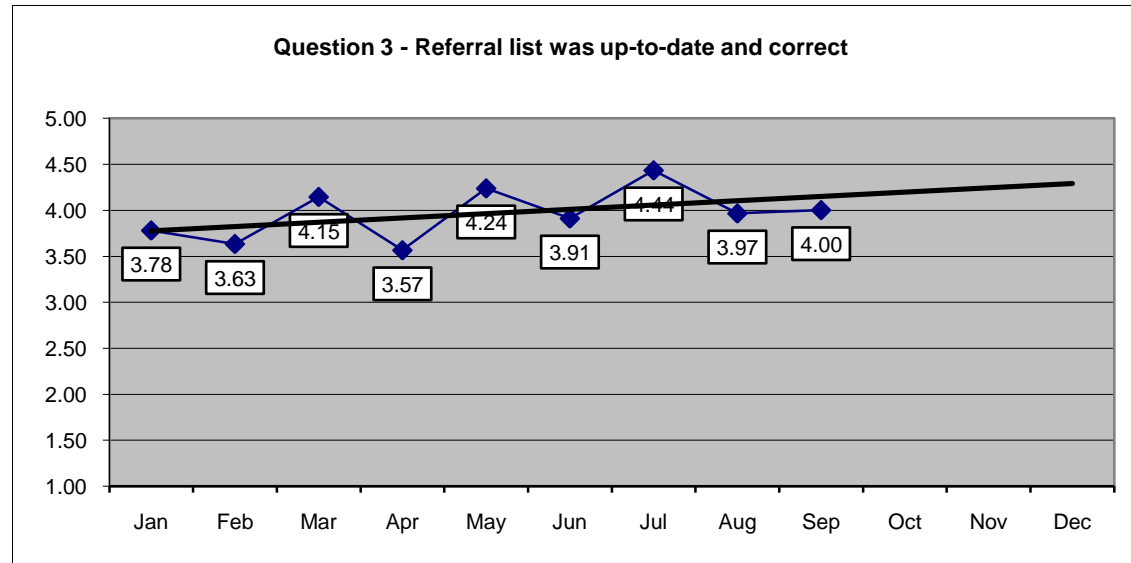
*Question 4: **I was able to hire someone from the Referral Registry**
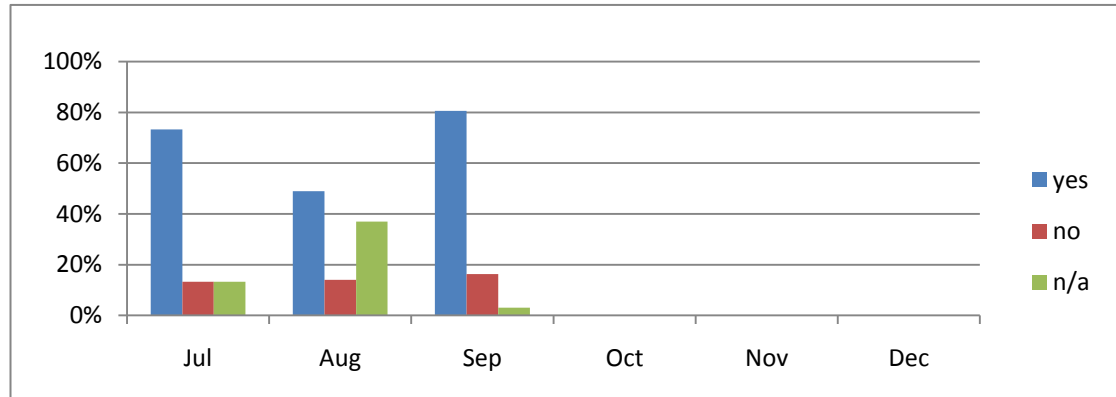
2009	Question:	Q5
Jan		3.93
Feb		4.13
Mar		4.32
Apr		3.80
May		4.16
Jun		4.28
Jul		4.57
Aug		4.51
Sep		4.41
Oct		0.00
Nov		0.00
Dec		0.00

Question 5 - My overall experience was good and I would use again
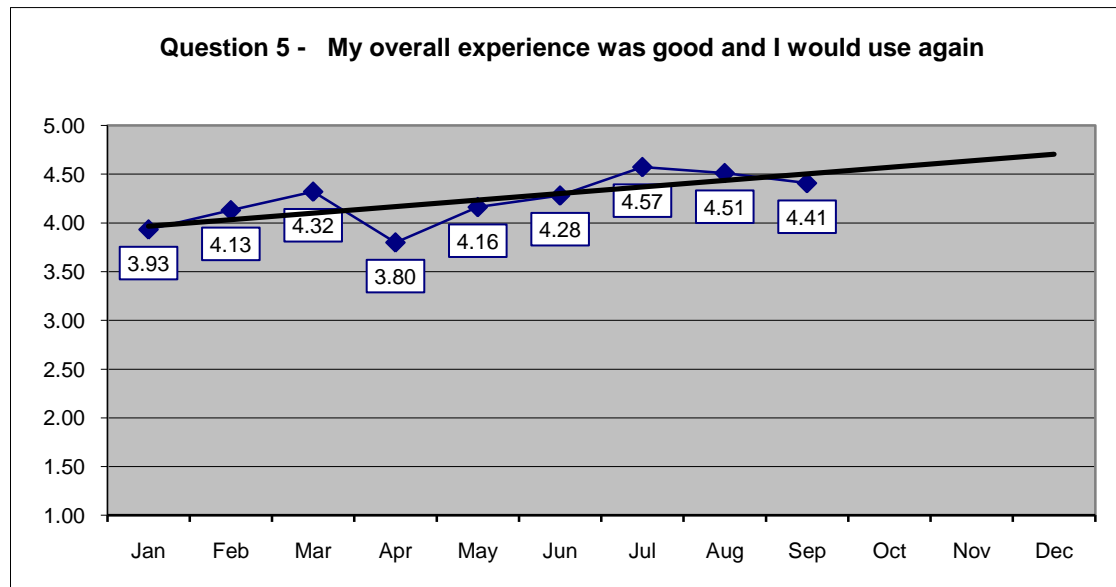
Question: **I recevied a follow-up call from the Regsitry Coordinator**

(end)